

POLICY

Approved by: Rebecca R. Hunter, Commissioner	Policy Number: 12-050 (Rev. 3/17)
Signature: <i>Rebecca R. Hunter</i>	Supersedes: 12-050
Application: Human Resources Officers, State Employees	Effective Date: March 1, 2017
Authority: T.C.A. § 8-30-104, T.C.A. § 8-30-105, T.C.A. § 8-30-313	Rule: 1120-08

Subject:

Mandatory Learning and Development Workshops

It is the policy of the Department of Human Resources that all employees are required to participate in the following learning workshops:

- G.R.E.A.T. Customer Service;
- G.R.E.A.T. Customer Service Phase Two: STAR Principles of Service;
- Respectful Workplace for Staff (for non-supervisory personnel); and
- Alternative Workplace Solutions (AWS) Awareness Information for Employees- online (if applicable).

All managers and supervisors are required to participate in the following learning workshops:

- G.R.E.A.T. Customer Service;
- G.R.E.A.T. Customer Service Phase Two: STAR Principles of Service;
- Respectful Workplace for Managers;
- Sexual Harassment Training;
- Navigating Practices and Policies for Supervisors;
- Performance Management;
- Performance Coaching
- S.M.A.R.T. Performance Planning;
- Get SMARTer;
- Creating a State of Success with Proactive On-Boarding;
- Quality Decision Making;
- Planning and Priority Setting;
- Proactive Onboarding;
- Alternative Workplace Solutions (AWS) Awareness Information for Supervisors; and
- AWS Change Management.

DOHR Policy: Mandatory Learning and Development Workshops

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The Department strongly encourages all supervisors and managers to earn, at a minimum, the State of Tennessee Management and Leadership Development Pyramid of Learning's Level 1 Certificate: Fundamental Supervisor Skills, and Level 2 Certificate: Advanced Management Skills. A current listing of the courses available in the Pyramid of Learning is available at www.tn.gov/hr under Learning.

All employees shall complete the required courses within 12 months of his or her hire or promotion. Agencies are responsible for tracking this information and entering into Edison ELM within a reasonable time frame. Required classes shall be identified on an annual basis and or as required by the Department.

Questions regarding this policy may be directed to the Strategic Learning Solutions Division.